

Order Number:

NY1475918

Date Job Order Received:

08/29/2023

Number of Openings:

1

Company Name:

Northern Credit Union

Job Title:

Owner Solutions Professional

Minimum Experience Required:

2 years

Job Description:

We are seeking an Owner Solutions Professional: We are seeking candidates who currently reside in the state of NY only. The Operations Team at Northern Credit Union is seeking an experienced, self motivated, career minded individual to join a team of professionals dedicated to improving the lives of our members, their families, and our communities. Key success factors for this position include: An unwavering commitment to a long term career with Northern and to its Core Values, Vision, Mission, and Strategic Plan; Naturally competitive and open to coaching, continual professional development, receiving and providing feedback and willingness to challenge comfort zones; Excitement for the opportunity to improve the lives of our members, local businesses, and our communities through mutual value relationships; Commitment to creating a WOW experience for every member; Dedication to delivering high quality products and services ethically and honestly; The ability to excel in a self regulated and fast paced work environment; and A demonstrated passion for delivering a unique and efficient member service experience by utilizing innovative cutting edge technology. Job Responsibilities: Proactively role models by consistently demonstrating individual commitment to Northern's Ownership philosophy by maintaining a positive attitude, high energy, creativity, and passion for member service; Consistently engages in recommendations, research and implementation of enhancements to further promote Northern's Culture and Standard of Excellence vision; Actively educates employees and members through effective communication and training to increase awareness and usage of alternative, convenient service delivery channels, and electronic services. Reviews, approves, and processes checks deposited through electronic service delivery channels up to and including ATMs, Mobile Banking, Remote Deposit Capture, etc.; Troubleshoots, performs account maintenance and collects proper documentation for member requests; Demonstrates knowledge and understanding of the overdraft program and makes recommendations on fee reversals; Ensures quality and accuracy of team operations by performing regular audits to ensure complete and accurate information; and Reviews, develops, and documents processes, procedures, and workflow manuals to establish overall consistency. Overall Job Qualifications: Associates Degree, with 2+ years of related experience required; Ability to work within a team while working independently; Excellent communication, relationship building, multi-tasking, organization and time management skills; and Ability to problem solve and identify solutions by an open line of communication. Must be technologically savvy especially as it relates to self service options and keeps abreast of evolving consumer needs and trends. Proficiency with PC software and the ability to learn new computer programs efficient.

Job Location:

Remote job

Lowville, New York

Pay:

Starting pay not specified.

Benefits:

No benefits mentioned.

Hours per Week:

Not specified.

Duration:

Full Time, Regular

Work Days:

Not specified.

Shift:

Not specified.

Public Transportation:

Information not provided.

Minimum Education Required:

Associates Degree

Driver Licenses, Including Endorsements:

No Driver License requirements specified.

How to Apply:

To apply, contact the employer by telephone, or by email:

Phone: Gamble, Natasha (315) 777-8940

Email: dlrecruitingteam@mynorthern.com